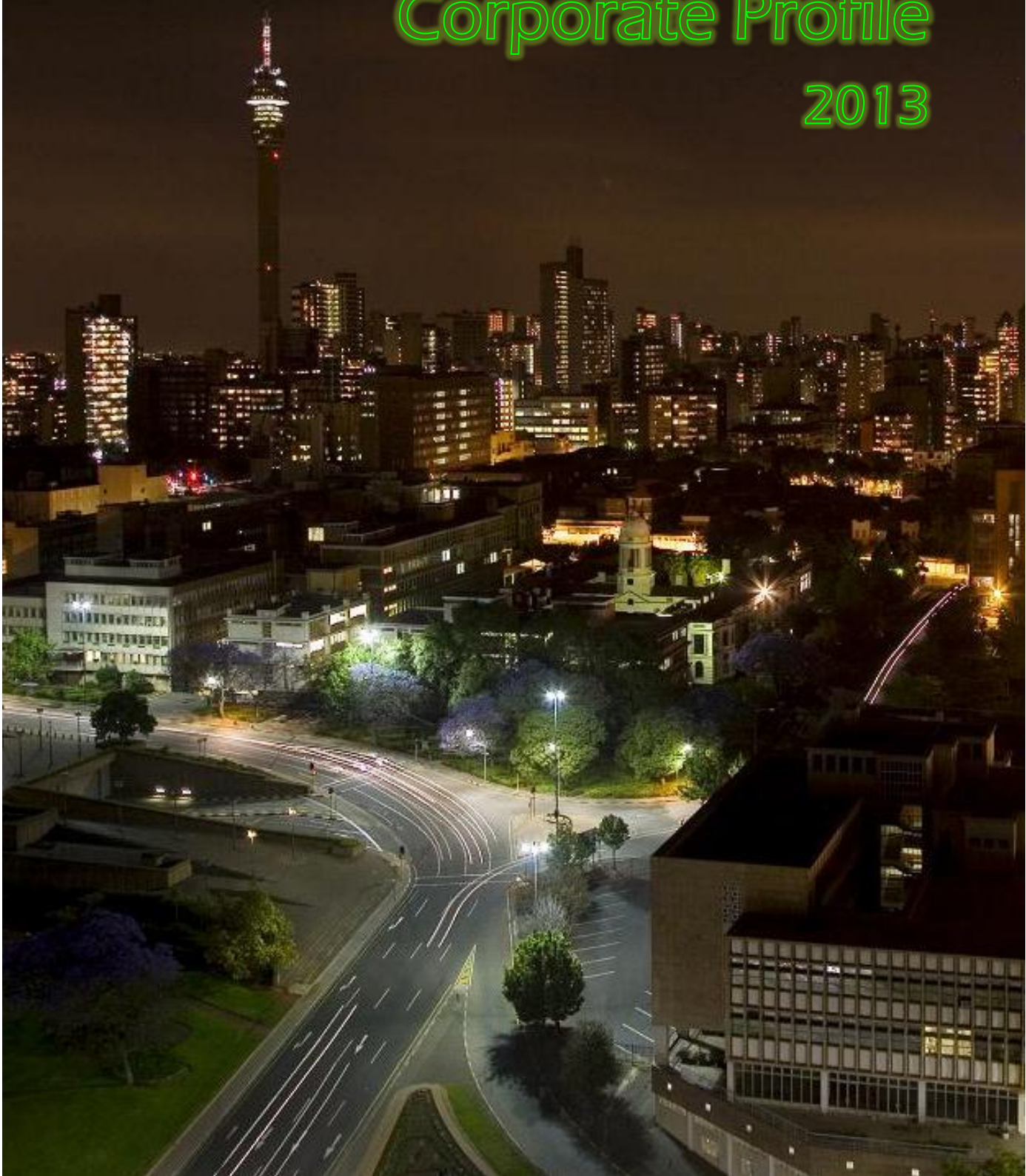


First Technology

Corporate Profile

2013



www.firsttech.co.za

+27 11 790 4400

First Technology
Group

Our Objective

First Technology is geared towards providing a total Information Technology Solution to South African businesses around the country. Our vast range of specialised and strategic technology solutions ensure business productivity is maximised, with minimal risk.

First Technology strives to deliver the best in customer service and IT solutions nationwide, and in order to fulfil these requirements, First Technology maintains one of the largest teams of skilled technical personnel in the country. These professionals are supplemented by our vast internal resources and partnerships with top IT vendors. Thus, First Technology is effectively equipped to partner clients in their IT requirements, providing innovative solutions which address the following critical business needs.

- **Infrastructure:** This division has a team of professional technical consultants, who partner with clients, providing them with world class IT infrastructure solutions, ensuring technology and business objectives are met on a global scale.
- **Software:** A greatly specialised division, consulting on licensing and services including software asset tracking, auditing, operating systems and messaging.
- **Services:** First Technology has a large and professional team of technical personnel. These hardware and software specialists are available to customers via the group's National call centre, or through a host of customised options.
- **Consumables:** The Group supplies a large selection of business branded quality consumables in the country. From toner cartridges and inks to CDs, DVDs, tapes, to branded PDA's and printers.

MANAGED INFRASTRUCTURE SOLUTIONS

First Technology Solutions focuses on building business partnerships, which facilitate enhanced and cost-effective business solutions.

These solutions are designed to enable our customers to:

- Maximise business productivity through IT
- Reduce the risk associated with deploying new technologies
- Minimise the total cost of IT ownership

We assist our customers to identify their technology requirements and then design an individual business solution around their specific requirements. The solution is then managed in a step by step sequence generating the best possible result for the parties involved. These end-to-end solutions incorporate numerous specialised areas such as:

- Desktop management
- Desktop and server solutions
- Network design
- Security – content, anti-virus and web filtering

- Mobile solutions
- Storage
- Printing solutions

Each of these specialisations are available as part of a larger solution, or as a stand-alone option.

MANAGED SOFTWARE SOLUTIONS

First Technology Software incorporates two distinct, dedicated areas:

- **Consulting:** Companies can save millions on their IT software expenditure by strategically planning their purchases, and forecasting their future software needs. This information is essential for investing in the appropriate software and relevant licences. Our Consulting is geared towards assisting customers achieve these savings by drawing on our detailed knowledge of software vendors and their particular strategies.
- **Licensing Management and Audits:** First Technology Licensing uses an enterprise-wide software audit to determine whether or not customer software is legal. We then assist in facilitating the transition from illegal to legal software. The same audit procedure also indicates whether clients are paying too much for software licensing, and if the benefits from volume licensing are being received.

MANAGED SERVICE SOLUTIONS

First Technology Services provides either a partnership or a partial outsourcing service to corporate South Africa, creating a single point of contact for all IT installation, hardware and software support. This includes maintenance of their requirements, and remote desktop management.

The tactics of partnership and partial outsourcing are powerful management tools for redefining, and increasing corporate productivity because they are based on specialisation, expertise and excellence.

First Technology's position as a leading service provider in South Africa is supported by the following:

- High levels of training and professionalism
- Nationwide coverage
- Years of experience in the IT industry
- Continual investment in education
- Direct access to all the leading manufacturers

Our services range from pre-sales configuration to development. We assist in network design, project planning and roll outs. We also provide a sophisticated desktop management tool, which reduces the total cost of ownership of your equipment. These services are provided at a level to suit individual company requirements and budget.

First Technology offers all types of hardware support as an on-site or carry-in service. We are an IBM, Hewlett Packard and Lexmark Authorised Service Provider, allowing us to carry out warranty repairs on these brands. We also manage, or uplift the warranty on other types of equipment.

Software support is provided for Microsoft front and back office applications, Microsoft Exchange, Lotus Notes, Novell operating systems and other selected shrink-wrapped packages.

First Technology has a National Call Service Centre where queries that cannot be resolved by the first-line call desk agents are transferred to an on-site technician ensuring a quick solution to the problem. We are able to monitor our technicians through a sophisticated SMS system.

In addition, we offer clients a unique remote desktop management service which allows for all software to be installed from a central point and includes the recovery of desktop equipment, asset control of all servers and PCs.

MANAGED CONSUMABLE SOLUTIONS

First Technology Consumables is one of the largest consumables suppliers to South Africa's public and private sectors. A large range of products from printer ribbons, toners, ink cartridges and storage media are available from our best-of-breed business partners and vendors.

This top quality approach applies both to branded products supplied by household names such as Canon, Epson, IBM, Hewlett-Packard, Lexmark, Tally, Verbatim and 3M. First Technology also supplies unbranded, generic consumables. All generic products supplied by First Technology have been stringently tested to ensure they meet our exacting excellence standards.

First Technology has fully developed branches across South Africa, providing our customers with a comprehensive range of product and service excellence regardless of their business location. Orders are accepted at each branch office via the telesales desk, fax or email. First Technology's online e-procurement process ensures orders from registered account holders are executed from the customers' nearest branch.

OUR APPROACH

First Technology's success as *Implementors of IT Solutions* is wholly dependent on our total solution model. Account management teams form a hub which inter-links project management, technical skills, and key business partners, enabling proactive management and working solutions.

VENDOR ACCREDITATIONS

➤ Altiris	Direct Partner	
➤ Cisco	Accredited Reseller Partner	
➤ Citrix	Gold Partner	
➤ Duxbury	Premier Partner	
➤ EMC	Premium Partner	
➤ Epson	Prestige Partner	
➤ HP	Gold Partner	
➤ IBM	IBM Premier Business Partner	
➤ Lexmark	Platinum Partner	
➤ Lotus	Lotus Premier Business Partner	
➤ Microsoft	Microsoft Gold Partner	
➤ Symantec	Enterprise Solutions Partner	
➤ VMWare	Premium Partner	

BLACK EMPOWERMENT

In order to play a primary role in South Africa's economy First Technology Group has constructed a BEE Strategy that is extensive in its sustainable business development, while encouraging a positive influence over the PDI Community.

The primary objective is to achieve an employment profile within the First Technology Group that is a reflection of South Africa's demographic ratio.

EMPOWERMENT AT SHAREHOLDER LEVEL

With a 25.01% share of the First Technology Group owned by Izazi Holdings, our compliance with current empowerment charters has been met. In addition First Technology Group also owns 100% of CHM Vuwani, a BEE Venture that draws on the resources of the Group to facilitate the BEE process.

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EMPOWERDEX

Economic Empowerment Rating Agency



Generic ICT Sector Code B-BBEE Verification Certificate

First Technology Holdings (Pty) Ltd

Including Subsidiaries:

First Technology (Pty) Ltd (1996/011572/07, 4140160195); Compujet (Pty) Ltd (1988/002502/07, 4110106293); Epsidon Technology Distribution (Pty) Ltd t/a First Distribution (1995/010958/07, 4630195222); First Technology (Audio) (Pty) Ltd t/a Audiosure (2000/006187/07, 4060190883); Galdon Data Computer Services (Pty) Ltd (1999/016291/07, 4630172593); First Technology Kwazulu Natal (Pty) Ltd (2011/132472/07, 4150260885); Phoenix Distribution (Pty) Ltd (1999/020519/07, 4230196992); First Technology Western Cape (Pty) Ltd (2011/137487/07, 4190260929); First Technology National (Pty) Ltd (2011/142102/07, 4150260844); Firstnet Technology Services (2006/031608/07, 4840236097); First Technology Finance (Pty) Ltd (2009/014217/07, 4650132915); First Technology (Central) (Pty) Ltd (2012/021899/07); Epsidon Marketing Consultancy (Pty) Ltd (2011/112339/07, 4700260468)

Registration Number: 1996/010546/07

Address: 26 Augrabies Crescent, Waterfall Office Park, Bekker Road, Midrand, 1685

Level Two Contributor

Scorecard Information	Actual Score	Target Score	Analysis	Results
Ownership	15.83	20.00	Procurement Recognition Level	125.00%
Management	11.00	10.00	Black Ownership	25.01%
Employment Equity	8.74	10.00	Black Women Ownership	0.00%
Skills Development	7.83	17.00	VAT Number	4140160195
Preferential Procurement	19.22	20.00	Value Adding Enterprise	No
Enterprise Development	11.00	11.00	Issue Date	29 January 2013
Socio-Economic Development	11.46	12.00	Expiry Date	28 January 2014
Total Score	85.08	100.00	Re-issue Date	N/A

For EMPOWERDEX (Pty) Ltd

29 JANUARY 2013

Date

This verification certificate and the verification report are based on information provided to Empowerdex and represent an independent opinion based on the verification and analysis completed by Empowerdex. The calculation of the scores has been determined in accordance with the Information and Communication Technology Sector Code as Gazetted on 6 June 2012.

Empowerdex (Pty) Ltd Reg. 2001/027963/07
Directors: C Wu, V Jack, L Ratsoma, J Brebnor

IC12J00007



BVA 030



C e r t i f i c a t e

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FIRST TECHNOLOGY HOLDINGS LTD BOARD OF DIRECTORS

➤ Connie Nkosi	Chairperson	Ind. Non-Executive
➤ Arnold Sharp	C.E.O	Executive
➤ Morgan Pillay	Financial Director	Executive
➤ Naseema Rauff	Director	Executive

EMPLOYMENT EMPOWERMENT

- Fully empowered in terms of Draft ICT Charter
- Fully empowered in terms of Financial Services Charter
- Committed to continual
 - Skills Transfer
 - Employment Equity
 - Procurement Policies
 - Social Responsibility programmes
 - Enterprise development

First Technology's strategy is to train PDIs from the bottom, creating a solid foundation of professionalism and proficiency. The group has initiated programmes to develop internal skills. All technical staff is A+ certified, and candidates with greater potential are then moved towards an MCSE certification. First Technology's objective is to have all technical staff reflect the demographic percentages of South Africa. Currently 10% of First Technology's technical staff are classified PDI.

First Technology also runs a countrywide mentorship programmes on an individual level. These candidates interface with learning centres where they foster relationships with students increasing interest in the industry.

Management Development programmes are also implicated on a management level to curb the significant skills shortages. These programmes were specifically geared at First Technology Group's requirements for the industry.

GROUP RESPONSIBILITIES

First Technology Group realises the role it has to play within the community. With our focus primarily on individual upliftment, we create the opportunity for these persons to take up a positive role within the community.

Programmes we have participated in to date have included:

- LoveLife
- Girls & Boys Town
- Reach for a Dream Foundation
- Life Line Southern Africa
- CANSA

GROUP PARTNERING WITH BEE ORGANISATIONS

First Technology seeks out partnerships with specialised Black Empowerment companies that offer customers a comprehensive IT service. In the area of non-core business we have an objective of 75 % BEE companies being suppliers to the group, we currently estimate our success in this endeavour at 63%.

RECOGNITION

First Technology Group has undergone a number of audits from customers and government to confirm our BEE status, all have been successful. Government has included First Technology Group on the RT222, RT100 and Seat Management Services.

First Technology Group has also been nominated by Impumelelo as one of the Top 300 Empowerment Companies in the country. The IDC, Metrorail, the DTI and the Department of Agriculture all sponsor Impumelelo.

Because First Technology Group's strategies revolve around initiatives concerning people, community, business and legal areas, we implement a structured programme ensuring success in our various areas of commitment.